

U.S. NAVAL HOSPITAL NAPLES

Patient Information Guide: Navigating the Italian Health Care System

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INTRODUCTION

U.S. Naval Hospital (USNH) Naples, Italy is comprised of the main hospital, the Branch Health Clinic at Capodichino, and a Navy liaison detachment at Landstuhl Regional Medical Center, Landstuhl, Germany. The main hospital and our branch health clinic provide health services and support to sixty-two U.S. Navy tenant commands, the USS Mount Whitney (LCC/JCC-20), and forces from the 22 nations that comprise the Allied Joint Forces Command, Naples, Italy.

We take great pride in keeping our patients in the Naples area healthy, ready and on-the-job—the Navy Medicine mission. We are fully accredited by The Joint Commission—our nation’s premiere accrediting body for hospitals across the U.S. Our Medical Home Port Teams have earned the highest level recognition from the National Committee for Quality Assurance. NCQA’s recognition programs are built on evidence-based, nationally recognized clinical standards of care.

USNH Naples provides a continuum of care: primary care for the whole family, specialty services, surgery, maternity care, pharmacy, laboratory and radiology. Preventive services include wellness and nutrition.

When care is something outside of the scope of our services, we partner closely with our local Italian health care facilities to ensure the best experience possible for you and your family members by providing patient liaisons, case managers, translation services and more to support continuity of care and the best patient outcomes.

Admission to any hospital, no matter the location is always a cause for concern and source of stress and anxiety. When that admission takes place in a foreign country it can easily double the amount of stress and place an unneeded burden on the family. The goal of U.S. Naval Hospital Naples is to provide you and your family with guidance and assistance you may need throughout any hospitalization experience in the Preferred Provider Network (PPN). And this guide is designed to help you navigate care in the local Italian network.

MISSION

Keep the Navy and Marine Corps family ready, healthy and on the job.

VISION

The Navy and Marine Corps family has the best readiness and health in the world.

GUIDING PRINCIPLES

Honor the trust to provide the best care to those who defend our freedom.

Honor the “uniform” we wear.

Honor the privilege of leadership.

ACCESS TO CARE

The Nurse Advise Line is available 24/7 at 1-800-TRICARE (874-2273). Call 118 in an emergency.

To make an appointment, call our Appointment Lines: DSN 314-629-6272 or commercial 081-811-6272.

When your unique care needs cannot be provided at our facility, we will provide you and your family with guidance and assistance you need for outpatient care or for a hospitalization experience in the Purchased Care Sector (PCS). As part of the TRICARE Overseas Program (TOP) of the Defense Health Agency (DHA), the TRICARE Area Office Eurasia- Africa (TAO-EA) oversees administration of the TOP Contract. The current TOP Contractor is International SOS, who has established

written agreements with many local Italian health care providers and medical facilities to ensure the more complex needs of our patients can be met without the need for leaving the area. International SOS also facilitates care with local Italian providers with whom they do not have an established written agreement should that provider be the most appropriate for your needs. Apart from the cultural differences, Italian health care facilities offer high quality care similar to that you expect back home.

IMPORTANT PHONE NUMBERS

| | |
|---|---|
| Emergency/Ambulance | 118 (when off base) |
| Emergency/Ambulance | 911 (when on base) |
| Security | DSN: 314-629-4269 or Commercial 081-811-4269 |
| USNH Naples Communication Center | DSN: 314-629-6155 or Commercial 081-811-6155 |
| USNH Naples Quarterdeck | DSN: 314-629-6006 or Commercial 081-811-6006 |
| Referral Management Office | DSN: 314-629-6636 or Commercial 081-811-6636 |
| Beneficiary Counseling Assistance Coordinator | DSN: 314-629-6636 or Commercial 081-811-6636 |
| Beneficiary Services Representative (Enrollments) | DSN: 314-629-6330 or Commercial 081-811-6330 |
| 24 Hour – Nurse Advice Line | 800-87-7660 |
| Case Manager | DSN: 314-629-6636 or Commercial 081-811-6636 |

If you need a Patient Liaison call Naval Hospital Communication Center at 081-811-6155.

EMERGENCY CARE AFTER-HOURS

- ***For TRICARE Prime Patients:***

In an emergency, go to the nearest emergency room or call 911 (on base) or 118 (off base). If you are being seen at USNH Naples' Emergency Department (ED), you may be transferred to a local Italian Purchased Care Sector facility for medical care or evaluation and treatment as needed based on your acuity.

The Patient Liaison will assist you with your transfer.

- ***Paid Patients and Retirees:***

Contact 118 (off base) to dispatch the Italian ambulance for emergency care and transportation. The emergency services will identify the proper facility for care. Paid patients may contact their personal insurance company in order to make transportation

arrangements.

There are many local Italian PSC EDs available in the area that provides medical care for TRICARE Prime enrollees and cost-shared care for other TRICARE patients:

- Casa Di Cura Villa Dei Fiori, Corso Italia, 157, 80011, Acerra, NA - tel. 081-31901111
- Clinica Pineta Grande, Via Domitiana Km 30.000, 81030, Castel Volturno, CE - tel. 0823-8541111
- Ospedale Santobono, Via Mario Fiore, 6, 80123, NA - tel. 081-2201111

The local Italian ED may require hospitalization to complete diagnostic testing, unlike an American ED that may complete tests on an outpatient basis. An exception may be a minor injury/illness (i.e., lacerations, fractured bones needing casting, or suturing on an outpatient basis). Like any ED, patients are seen according to medical priority and availability of the appropriate physician.

Following your exam, you will be admitted, referred or released to follow-up at USNH Naples ED. When released, either as an outpatient or at the end of your hospitalization, the Patient Liaison will be given a medical report (discharge summary). This will be translated and integrated into your medical record. Upon discharge during normal business hours, a Patient Liaison and driver will bring you back to USNH Naples. Please schedule a follow-up appointment with your Primary Care Manager (PCM) as instructed.

MANAGED CARE & REFERRAL MANAGEMENT

International SOS and the Referral Management Center (RMC) work together to support the TOP Prime patient (e.g., United States active duty service and family member) to obtain authorization of their referral in the Italian health care medical system.

The RMC ensures that the military treatment facility's (MTF's) capability and capacity are utilized optimally. RMC achieves this by working closely with providers, International SOS, and TAO-EA offices to review eligibility and benefits for patients, to track all referrals to ensure patients are booked and seen within TRICARE access to care standards, and by helping arrange PCSP appointments and assisting with claims issues.

The RMC provides assistance to all TRICARE beneficiaries (including non-Prime) and patients who are allowed access to care at the Medical Treatment Facility (e.g., NATO and DoD civilians).

Several of the RMC personnel also serve as Patient Liaisons. In this role, they help coordinate PCSP appointments and inpatient admissions, after-hours patient transfers and admissions, translation services for PCSP care, and consult results from network PSCPs.

The RMC is located in Room #1319 A on the ground floor of USNH Naples, and is open Monday through Friday, 8 a.m. to 4:30 p.m.

CASE MANAGEMENT

USNH Naples' Primary Case Manager can be reached at 081-811-6636, 7:30 a.m. through 4:30 p.m., Monday through Friday. On weekends and holidays call the Naval Hospital Communication Center at 081-811-6155. All DoD beneficiaries and their dependents are eligible for case management based on acuity.

Case management involves a team of health care professionals who help you and your family to address your medical, education, and psychosocial needs. You and your team will work out a plan to help you gain control of your illness, injury or situation as soon as possible. You will also plan collaboratively with your team to identify the needed resources as your medical condition improves. The Case Manager will oversee the plan with you to ensure it continues to meet any change in your health status. The goal is to help you navigate the healthcare system.

Usually people with a very complex or catastrophic condition or situations require case management; however, some individuals just need assistance with care coordination. Case management services are a benefit of the healthcare system. There is no charge to the individual no matter what status you are in while living in Italy. Your provider either submits a referral to case management and you will be contacted, or you can meet with the Case Manager as a self-referral, and the Case Manager will contact the primary care or specialty provider for a referral.

As each patient's need for case management varies, the amount of assistance can be determined and customized by the beneficiary and our Case Manager throughout their hospitalization and follow on care.

OUTPATIENT REFERRALS

When your provider writes a referral for you to see a specialist that is not available at a MTF, you will be contacted by the RMC staff to coordinate your visit in the local area with a PCSP.

We recommend setting up a RelayHealth account by logging into your home computer at www.relayhealth.com. This online system offers you a secure messaging account to allow simple, efficient communication with your MTF providers and staff.

The appointment scheduling is based on the priority of the referral (determined by the referring provider) and TRICARE Access to Care guidance.

Routine referrals must be booked within 28 days. Patients who waive this requirement must notify their provider. If the referral is more urgent, the RMC will work within that

priority guidance. Please support the RMC as we try to work with your schedule as we are scheduling you with the local Italian PCSP.

TRICARE Prime beneficiaries will need a referral order that is pre-authorized by International SOS for PCSP care. International SOS has three business days to review the referral request and either authorize or deny authorization of the referral. TRICARE Prime beneficiaries are encouraged to utilize PCSP providers recommended by International SOS. If TRICARE Prime beneficiaries choose to see a different PCSP, the beneficiary must coordinate that change with International SOS or the RMC. If the TRICARE Prime beneficiary chooses to be seen by a PCSP without an authorization, this is considered a TRICARE Point of Service (POS) episode and has associated out of pocket cost to the family.

You can receive information about the POS option and costs at the RMC with a benefits counselor. Please note that the RMC staff may not contact, provide booking or transportation to PCSPs not recommended by International SOS. If you choose to use an outside provider and bring the consult notes to the RMC, we will be happy to translate the notes that pertain to the care you will be receiving under your medical provider at USNH Naples and enter them into the MTF's secured electronic medical record, also known as the Armed Forces Health Longitudinal Technology Application (AHLTA) for your provider. The original translated reports will be given to the Medical Record Department for entry into your record.

While enrolled in TOP Prime any non-emergent or urgent care obtained outside an MTF both CONUS and OCONUS requires medical justification and PRIOR authorization by contacting International SOS before receiving services. If not authorized prior to being seen, it will be subject to POS costs.

NON-ENROLLED TRICARE PATIENTS

The RMC offers referral management assistance to patients who are not enrolled to USNH Naples as TOP Prime. If you are enrolled to TOP Prime Remote, TRICARE Select, or utilize insurance benefits that are not part of the TRICARE program, the RMC will assist with booking your appointment to one of the local PCSPs and assist with providing an estimate for out of pocket costs. International SOS has oversight and is responsible for all care delivered to TRICARE beneficiaries, whether enrolled in Prime or not when the care is delivered overseas.

International SOS can be contacted on these following numbers: Eurasia-Africa TOP Regional Center: 44-20-8762-8384; Eurasia-Africa Medical Assistance: 44-20-8762-8133 or visit www.tricare-overseas.com.

All other patients who are allowed care by USNH Naples (e.g., NATO personnel, DoD affiliates, DoDs teachers) are not bound to PCSPs recommended by International SOS.

For all patient categories, if the initial referral was generated by USNH Naples, we will

provide the follow up written translation services pertaining to the care you received from a PCSP. Once the written translation is complete by the RMC Staff or received from an outside organization selected by the patient, the original documentation will be scanned, placed into AHLTA, and sent to the Medical Record department for entry into your record.

Please Note: RMC staff may not contact, provide booking or transportation to PCSPs not recommended by International SOS. If the patient seeks care from a non-recommended PCSP, it is the patient's responsibility to seek written translation services.

TRICARE & OTHER HEALTH INSURANCE (OHI)

If you have OHI, you must follow all rules pertaining to that plan. Your OHI is considered your primary insurance and pays before TRICARE. You or your provider must file health care claims with your OHI before filing with TRICARE. After your OHI determines the amount it will pay, submit a copy of the payment determination and the itemized bill with your TRICARE claims. If you are covered under the Italian Health System and want to utilize this benefit, please make sure this is known to the RMC staff; they can provide information on how to utilize this program.

Proof of payment is required for all overseas health care and pharmacy claims, including claims for care received while traveling overseas. Proof of payment is necessary for TRICARE to validate claims and safeguards benefit dollars. Our Beneficiary Counseling Assistance Coordinator (BCAC) assigned to the RMC can offer further assistance for all claims issues.

REFERRAL RESULTS

After receiving care, the RMC staff will collect the results from the local PCSP. Once translated, the results will be placed in the custody of the provider that initiated the referral for specialty care. If you choose to take yourself to see the PCSP, please bring a copy of the notes to the RMC for translation, entry into AHLTA, and to have the note added to the paper medical record. Any other non-paper media (e.g., compact discs, ultrasounds, films) will be filed by the Medical Records Department.

Routine translations will be processed within 10 business days. Emergent and acute reports will be processed within 24-72 hours depending on acuity.

PATIENTS RESPONSIBILITIES

It is the patient's responsibility to notify RMC with any concerns, follow up with your PCM, and contact any MTF providers that may be involved with your referral to the PCSP. It is also the patient's responsibility to utilize the grievance system to report any concern or complaint regarding health care quality or service. Any TRICARE civilian or military provider; TRICARE beneficiary; sponsor; or parent, guardian, or other

representative of an eligible dependent child may file a grievance. More information can be obtained at http://www.tricare-overseas.com/Beneficiaries_Grievances.htm. Comments and concerns can also be expressed through the ICE system at <https://ice.disa.mil/index.cfm?fa=card&sp=139686&s=1108&sc=11&dep=DoD&card=1> .

DAY OF THE APPOINTMENT

Please note: *On the day of the appointment, translation services via our Patient Liaisons will be provided for non-English speaking recommended PCSPs only. Unfortunately, only one parent may accompany patients under the age of 18. Due to the limitations on space, no other individuals will be permitted in the vehicle. For patients accompanied by a USNH Naples Patient Liaison for the first initial visit, there is no cost.*

Transportation to first appointment is on space available basis and pending resource of personnel and driver. If afforded the opportunity to be taken to your appointment (transportation), please show up to the RMC in the TRICARE office on the first floor of the hospital for transport at least 15 minutes prior departing.

Bring your personal Global Positioning System (GPS) to record coordinates for subsequent visits to the PCSP.

If you choose to go to the appointment on your own, be prepared to pay for parking. Many facilities will have parking attendants who charge for parking. This cost averages between €2-10.

NO SHOW AND LATE POLICIES

If for some reason you are not available to make your appointment, please make every effort to contact our RMC at DSN 314-629-6636 or commercial 081-811-6636 prior to the scheduled time of your appointment. Our RMC staff will reschedule another appointment for you. If you are more than 15 minutes late from your scheduled appointment, and the RMC was unsuccessful in contacting you, the appointment will be rescheduled for another day that corresponds with scheduled visits. If you do not show up on the day of your appointment, and the RMC staff cannot make contact with you, the provider who initiated the referral will be notified and decide at that time if the referral needs to be rescheduled or not.

Please note: *After a second no-show appointment, the RMC Staff has no other choice but to cancel your initial referral, and notify your provider to submit another referral, if appropriate.*

UP FRONT COSTS

In some cases, after care is rendered, patients may be expected to pay charges to the PCSP up front, and receive reimbursement later depending on your patient category (e.g., contractors, retirees, government service civilians). The RMC provides assistance

in these matters through our Beneficiary Counseling Assistance Coordinator (BCAC).

INPATIENT CARE IN ITALIAN HEALTH CARE SYSTEM

During emergency situations where your medical care needs exceed the capabilities of the MTF, you will be transported to a PCSP Italian medical facility. A Patient Liaison will be notified to help coordinate your admission to the PCSP facility.

If you sustain an illness or injury and are admitted to a local Italian hospital in the Naples area, we are notified, and a Patient Liaison assigned to the RMC will contact you and/or the facility to assist with admitting procedures and interacting with the local Italian physicians when language translation and interpretation is required. When the admission occurs, the Patient Liaison is authorized to travel, and assistance will be provided in person at the facility.

If you have not heard from a Patient Liaison within the first four hours, please call or have someone call the Naval Hospital Communication Center at DSN 314-629-6155 or commercial 081-811-6155.

Please note: It is important to understand that once you and your loved one are settled in for the inpatient stay at the Italian PCSP facility, your Patient Liaison is available for emergent/urgent issues. For routine questions, your Patient Liaison will be available during working hours to address your needs.

If admitted to a hospital or clinic outside the country of Italy, please contact International SOS at: 44-20-8762-8384 (overseas), 877-678-1207 (stateside) or from your cell locally, 800-915-994. During your inpatient stay, International SOS will remain your primary point of contact for medical updates, verbal translation services, and assistance. Upon discharge from the hospital, it is highly encouraged that you bring all discharge paperwork related to your illness or injury to our RMC for translation and submission into the USNH Naples' electronic health record. Please be advised: USNH Naples providers are not licensed to practice in Italian health care facilities and are unable to treat or prescribe medications to a patient while admitted.

After receiving care, the RMC staff will collect the results from the local physician. Once translated, the results will be placed in the custody of the provider that initiated the referral for specialty care. If you choose to take yourself to see the PCSP, please bring a copy of the notes to the RMC for translation, entry into AHLTA, and to have the note added to the paper medical record. Any other non-paper media (e.g., compact discs, ultrasounds, films) will be filed by the Medical Records Department.

PATIENT LIAISONS

USNH Naples has several Patient Liaisons to assist all of our patients who are hospitalized in local Italian hospitals. Patient Liaisons are fluent in both English and Italian languages. Patient Liaisons are located in Room #1319 A, on the ground floor of

USNH Naples. Their working hours are Monday through Friday, 8 a.m. until 4:30 p.m. After-hours and on weekends and holidays, please call our USNH Naples Communications Center at DSN 314-629-6155 or commercial 081-811-6155 and ask them to contact the Patient Liaison on-call, who will return your call.

The Patient Liaison is not expected to stay with you throughout your hospitalization but will help ease language barriers between you and the local Italian providers; answer questions regarding treatment, environment of care, and follow-up care as recommended by your provider; assess and interpret your concerns to determine specific needs for assistance during provider consultation; conduct follow-up as requested to assess progress made and/or plans for you or your family member's transfer to other hospitals or USNH Naples; and assist with your admission and discharge.

ITALIAN HOSPITALS

To contact USNH Naples from an Italian Hospital if admitted via 118, please dial the Main Communication Center at DSN 314-629-6155 or commercial 081-811-6155 to request guidance. Please identify the hospital you are at, your name and a point of contact for yourself. All directions to the Italian hospitals are established from the USNH Naples. Please use the coordinates for the Italian hospitals if you are located in the economy.

- **CASA DI CURA VILLA DEI FIORI – N40.935796, E14.367647**

Services: Adult Emergency Care, Adult Inpatient, Adult Outpatient & OB/GYN & Maternity Care

Villa Dei Fiori is comprised of three main units, medical-surgical, rehabilitation and Intensive Care. It offers outpatient, inpatient and emergency services. Admissions for services are normally organized via the RMC and the length of stay is determined by the patient's condition. If admitted, the Patient Liaison will stay at the hospital as long as necessary for information to be translated and the patient have a clear understanding of the admission. Patient Liaisons cannot stay at the hospital for the entire hospital stay, but are available via phone for any questions by calling the USNH Naples Communication Center. A cell phone is highly recommended.

DRIVING DIRECTIONS: From our main gate, take a right, cross the bridge, and take the first right onto Milano/Napoli/Pogliano/Nola for the SS7bis. Take the exit for A1/E45 towards Corso Italia for approximately 16 km. Take exit Acerra Corso Italia Centro-Casalnuovo. Follow Corso Italia to the final destination in Acerra. Villa Dei Fiori Hospital will be on the right.

- **OSPEDALE SANTOBONO PEDIATRIC CHILDRENS HOSPITAL - N40.848941, E14.231650**

Services: Emergency /Acute Care, Nephrology; Neurology, Ophthalmology, Orthopedics, Specialty & Primary Care & Dentistry

Originally established as anti-tuberculosis prevention center, Santobono hospital has been involved for many decades with the Regional Pediatric Hospital Hospice, better known as the "Hospitals for Children of Naples." The hospital is a public facility of the National Health Service and the Regional Health Service of Campania, and works to ensure the adequate response to pediatric emergencies and the delivery of complex neonatology services. They offer specialty and high complexity care in the pediatric field, promoting and updating skills and ensuring the evolution of services in coherence with scientific and technological evolution. If admitted, the Patient Liaison will stay at the hospital as long as necessary for information to be translated and the patient have a clear understanding of the admission. Patient Liaisons cannot stay at the hospital for the entire hospital stay, but are available via phone for any questions by calling the USNH Naples Communication Center. A cell phone is highly recommended.

DRIVING DIRECTIONS: From our main gate, head West on SS7bis. Exit at roundabout. Keep left. Turn right onto the ramp to Milano/Napoli/Pomigliano/Nola. Continue on SS7bis. Take Continue on SS7bis. Take A1/E35 and A56 to Tangenziale Est - Ovest di Napoli in Napoli. Take exit 6 from A56. Merge onto SS7bis. Take the E45/A1 exit toward Napoli/Bari/Reggio C. Merge onto A1/E35. Take the exit toward NAPOLI. Continue onto A56. Take exit 6 toward Arenella. Take Via Marino e Cotronei, Via Giacinto Gigante, Via Ugo Niutta and Via Mario Fiore to your destination. Continue onto Tangenziale Est - Ovest di Napoli. Continue onto Viale Marino a Cotronei. Continue onto Via Marino e Cotronei. Turn right onto Traversa Privata Pola. Turn left onto Traversa Privata Sanseverino. Turn right onto Via Giacinto Gigante. Turn left onto Piazza Francesco Muzii. Slight left onto Via Edgardo Cortese. Turn left onto Via Raffaele Stasi. Turn right at the 1st cross street onto Via Ugo Niutta. At the roundabout, take the third exit onto Via Mario Fiore. Turn left onto Via Sebastiano Conca. Turn left. Destination will be on the right.

- **CLINICA PINETA GRANDE - N41.017979, E13.953393**

Services: Adult Emergency Care, Adult Inpatient, Adult Outpatient, OB/GYN & Maternity Care

Pineta Grande Hospital has 150 beds in agreement with the National Health Service, offering free admissions for specialty, urgent and emergency care by a highly qualified medical, surgical and nursing team. The structure is characterized by a high technological impact that facilitates health activities in order to ensure the best recognized care at the international level. A cell phone is highly recommended. If admitted, the Patient Liaison will stay at the hospital as long as necessary for information to be translated and the patient have a clear understanding of the admission. Patient Liaisons cannot stay at the hospital for the entire hospital stay,

but are available via phone for any questions by calling the USNH Naples Communication Center.

DRIVING DIRECTIONS: From our main gate, use the right lane to take the ramp to Quarter/Domitiana on the SS7bis. Continue on SS7bis approx. 27 km and take the Preselezionarsi exit towards Roma/Mondragone/Castel Volturno. Merge onto the SS7qtr and stay on that for approx. 5 km. Take exit Castel Volturno towards Castel Volturno/Capua. Keep left and at the roundabout take the 3rd exit onto SP303. Pineta Grande Hospital will be on the right.

WHAT YOU CAN EXPECT

Italian health care is in many ways the same as the American system you are accustomed to and in other ways it can be vastly different. Italians pay for a lifetime of health care via their taxes. This health coverage is primarily a socialized medicine system consisting of mostly public health care with some private and semi-private facilities available.

Unlike most hospitals in the United States, the number of Italian facilities that provide private rooms is very limited and most have none at all. Most rooms do not possess the same modern cosmetic appeal as a private hospital but they contain modern medical technology and provide the same medical treatment capabilities that would be afforded in similar size American hospitals or MTF. The type and quality of nursing care is also much different from an American hospital. As Americans, we have come to expect a nurse to perform many bedside tasks while the Italian culture places a large emphasis on family and the healing qualities a family can bring to an ill patient. As a patient in an Italian facility, you may be expected to have your family or friends assist you with some personal hygiene tasks such as bathing. Despite these differences and the occasional language barrier, the goal is exactly the same...quality health care.

Some things to keep in mind during your stay:

- Italian physicians should answer all your questions when asked, but generally do not volunteer all results and information. Patients/parents are encouraged to ask doctors and nurses about their treatment plan. Your Patient Liaison is there to assist with the translation of your questions, if necessary.
- For infection control purposes, visitors are asked to not lie in the hospital bed with or without the patient. In the pediatric wards, the parents may request an additional bed to sleep near their child. However, this is only possible if space is available. Please be respectful to the other patients who share the same room and respect their privacy and personal space.
- Standards of privacy vary between Italian and American facilities. Italian physicians may not always have a stand by when examining patients of the opposite sex. You may also be asked to undress while nursing staff is passing through the area.
- Bring, or have your visitor bring, some EURO to purchase snacks, drinks, and for parking fees as you should not expect to be served American food during your

hospitalization. You will be served bottled mineral water, a variety of teas and/or juice (without ice).

- Very few of the staff may understand English or speak English. Although you may not speak Italian, a Salve (hello), Buon giorno (good morning), Buona sera (good evening), Per favore (please), Grazie (thank you) go a long way!
- Should TRICARE beneficiaries disagree with their treatment plan, they may sign an Against Medical Advice (AMA) form. However, the patient should be advised that the local Italian facility cannot be held responsible for medical problems/conditions complicated by the refusal of medical treatment.

PAIN & SYMPTOM MANAGEMENT

Italian medical staffs do not usually order pain medications to be administered around the clock. It is best for you to communicate with the nursing staff, and request medication regularly rather than wait for it to be brought to you. Similarly, you should communicate any concerning symptoms with the medical or nursing staff.

Please contact USNH Naples Patient Liaison Services. They are available during normal working hours, Monday through Friday, 8 a.m. until 4:30 p.m., as well as after hours for emergency communication. You can also utilize simple words and common phrases on pages 17-18.

MEDICATIONS

If you are currently taking medications, inform your physician immediately. If possible, bring them with you to the hospital for review by the physician, as there could be adverse reactions with other medications that may have been ordered. On some occasions, you may be given medication to take throughout the day. If you are unsure of the medication that you are receiving, or how and when to take it, ask the hospital staff or the Patient Liaison. Be sure to inform the physician and/or staff about any allergies (i.e., medication, food, latex, environmental).

When visiting the local Italian hospital as an outpatient, you may be given medication to last until the next working day. More likely, if you require medication as an outpatient, your physician will write you a prescription. English-written prescriptions may be filled at the USNH Naples Pharmacy. Italian prescriptions require a translation by the Patient Liaison. If the medicine is not available at the USNH Naples Pharmacy, then you may go to a Farmacia (Italian pharmacy). You can go to any Farmacia to get your prescription filled, but you will be asked to pay (euro only) for your medication. Look for a green fluorescent cross; these are used to identify the pharmacies. Every town will have a night-time pharmacy open for emergencies. Keep your receipt and prescription, and take them to the RMC at USNH Naples for assistance preparing your claim for reimbursement, if applicable.

GENERAL INFORMATION

- **VISITORS:** Children under 12 years of age are not allowed on most wards. Visiting children must be supervised at all times (i.e., no jumping on beds, tables or chairs, no running in the hallways). The patient should not have more than two visitors at a time. Visitors should not use the patients' toilet. There are toilets in the hallway marked WC. Visitors are expected to leave the room when physicians make their rounds. The majority of local Italian facilities are public and have varied and restricted visiting hours. The Patient Liaison can help you identify the specific visiting hours for the specific local Italian facility.
- **TELEPHONES:** Some hospitals have telephones in the patient rooms. These phones only receive calls. Please take your personal cell phone to call your family and friends, along with a charger for 220 volts.
- **TELEVISIONS:** Most patient rooms have television and it may be used free of charge. All channels will be in the Italian language. On some wards, TVs are not permitted for reasons of possible detrimental effects on the health of some patients (electronic interference, etc.). Cable television and Internet are not available.
- **PARKING:** Parking is challenging, which is the primary reason transportation is provided by the RMC at USNH Naples. OHI patients are not eligible for transportation services via TRICARE van or MTF ambulance. However, inform visitors that most hospitals have "blue line" parking, meaning they will have to purchase a parking ticket from a parking meter. Parking tickets are sold in increments of one hour, half-day, or full-day. Some hospitals do not have public parking. Visitors may park on the street or find private parking.
- **CAFETERIA SERVICES:** Breakfast, lunch and dinner are served to inpatients. Breakfast in the hospital usually consists of a cup of tea, milk, or coffee and bread with marmalade.
- **SMOKING:** Smoking is only permitted outside of the medical facilities in marked zones.
- **PATIENT CONFIDENTIALITY:** Local Italian providers have strict confidentiality rules similar to U.S. privacy laws. Only physicians are allowed to give you medical information. They will allow your Patient Liaison to assist and translate, and understand they are bound by the same patient confidentiality rules. Please understand that the Italian staff and/or Patient Liaisons are not allowed to give any medical information to your chain of command, other military staff, family support groups, etc. without your permission.

WHAT TO BRING WITH YOU

In most Italian public medical facilities, the patient is expected to provide some, if not all, of their personal care articles. Below are just some of the many items you may want to bring yourself or have someone bring to you.

- Mobile phone or pre-paid telephone
- Sleeping & lounging clothes
- Towels & wash cloths
- Reading materials
- Personal electronics (e.g., laptops, iPad)
- English-Italian dictionary

- Memo pad for note taking
- Euro
- Bottled water
- Slippers & robe
- Female sanitary products & wipes
- Toothbrush/paste & other toiletries
- Sheets, blankets, pillow & pillow cases
- 220 volt chargers for your electronics
- This guide

Please note: *Wi-Fi is typically not offered in most facilities.*

ITALIAN FACILITIES—ADDRESSES/GPS COORDINATES

| | | |
|--|--|---|
| ARCHE-STUDIO DI FISIOTERAPIA Via Louis Pasteur, 38, 80022 Arzano, Napoli (NA) N40.910148, E14.258071 | CASA DI CURA SAN MICHELE Via Montella, 16, 81024 Maddaloni, Caserta (CE) N41.038231, E14.375423 | CASA DI CURA VILLA DEI FIORI Corso Italia, 157, 80011 Acerra, NA N40.935796, E14.367647 |
| CENTRO DERMATOLOGICO BELSITO Via Posillipo, 149, 80123, NA N40.804610, E14.202738 | CLINICA PADRE PIO Mondragone CE N41.137022, E13.865840 | CLINICA PINETA GRANDE Via Domitiana Km 30.000, 81030 Castel Volturno, CE N41.017979, E13.953393 |
| CLINICA MEDITERRANEA Via Orazio, 2, 80122, NA N40.826985, E14.219082 | CLINICA RUESCH Viale Maria Cristina di Savoia, 39, 80122, Napoli N40.836953, E14.219673 | CLINICA SANATRIX Via S. Domenico, 31, 80127, NA N40.840757, E14.215350 |
| CLINICA SANT'ANNA Via Roma, 81100, CE N41.069899, E14.337204 | DIAGNOSTICA ECOGRAFICA E PRENATALE ANIELLO DI MEGLIO Via Dei Fiorentini, 21, 80133, NA N40.842498, E251944 | DR. LUCIO ROMANDINO PAIN SPECIALIST Via Giuseppe Maria Bosco, 146, 81100, Caserta, NA N41.080355, E14.337435 |
| FARMACIA MILA D'ANIELLO Via Aversa, 4, 81030 Gricignano di Aversa, CE N40.980814, E14.232058 | GARAGE MEDITERRANEO Via Ponte Di Tappia, 23, 80133, NA N40.841196, E14.250283 | LABORATORIO SANNIO Via Paolo Borsellino, 32, 81030 Gricignano Di Aversa, CE N40.979540, E14.226859 |
| ORTHOPEDIA TECNICA DI DENARO ANTONIO Y GIOVANNI DENARO Via Giovanni Paisiello, 32, 80026 Casoria, NA N40.899262, E14.305358 | OSPEDALE CARDARELLI Via Antonio Cardarelli, 9, 80131, NA N40.865068, E14.225965 | OSPEDALE EVANGELICO VILLA BETANIA Via Argine, 604, 80147, NA N40.859121, E14.331491 |
| OSPEDALE MONALDI Via Leonardo Bianchi, 1, 80131, NA N40.869618, E14.210953 | OSPEDALE MOSCATI Via Vito di Jasi, Aversa, CE N40.958138, E14.208738 | OSPEDALE PAUSILIPON Via Posillipo, 226, 80123, NA N40.812808, E14.205727 |
| PRESIDIO OSPEDALIERO S. MARIA DELLE GRAZIE Via Domitiana, 80078, Pozzuoli N40.849017, E14.073228 | PRESIDIO OSPEDALIERO S. MARIA DELLA PIETA Via S. Rocco, 9, 80026 Casoria, NA N40.904802, E14.293218 | OSPEDALE SANTOBONO Via Mario Fiore, 6, 80123, NA N40.848941, E14.231650 |
| STUDIO DI RADIOLOGIA "EMICENTER" Via Taverna Rossa, 169, 80029 Casavatore, NA N40.892985, E14.279928 | STUDIO FISIOTERAPICO, SOLFATARA Via Solfatara, 101, 80078 Pozzuoli, NA N40.829406, E14.131306 | All Addresses based on using Google Maps |

COMMON WORDS/PHRASES

ENGLISH

Antacids
Can I have some juice?
Chaplain
Doctor
Eye drops
Family Members
Female Nurse
Happy
I am cold.
I am dizzy.
I am hungry.
I am thirsty.
I have a cough.
I need a cover.
I have a fever.
I have a headache.
I need to take a shower.
I need a softer/harder pillow
I need a toothbrush.
I need a towel.
I have insomnia.
I have nausea.
I need soap.
I need toilet paper.
I need to comb my hair.
I need to shave.
I need to sleep.
I need to throw up!
I need to use the bathroom.
I need to wash.
I am very tired.
Is it Day or Night?
It itches.
IV Medicine
Loose
Male Nurse
Medicine
My back hurts.
My chest hurts.
My stomach hurts.
No
Physical Therapist
Please close the door.

ITALIAN

Antiacidi
Posso avere del succo di frutta?
Cappellano
Dottore
Gocce Oculari
Membri Della Famiglia
Infermiera
Felice
Ho freddo.
Ho le vertigini.
Ho fame.
Ho sete.
Ho la tosse.
Ho bisogno di una coperta.
Ho la febbre.
Ho mal di testa.
Ho bisogno di fare una doccia.
Ho bisogno di un cuscino piu' morbido/duro
Ho bisogno di uno spazzolino.
Ho bisogno di un'asciugamano.
Ho l'insonnia.
Ho la nausea.
Ho bisogno di sapone.
Ho bisogno di carta igienica.
Ho bisogno di pettinarmi.
Ho bisogno di radermi.
Ho bisogno di dormire.
Ho bisogno di vomitare!
Devo andare in bagno.
Ho bisogno di lavarmi.
Sono molto stanco.
E'Giorno o Notte?
Ho prurito.
Flebo
Largo, allentato
Infermiere"
Medicina
Ho mal di schiena.
Ho male al petto.
Mi fa male lo stomaco.
No
Fisioterapista
Per favore chiuda la porta.

| | |
|----------------------------|-----------------------------|
| Please open the door. | Per favore apra la porta. |
| Please turn off the light. | Per favore spenga la luce. |
| Please turn on the light. | Per favore accenda la luce. |
| Prescription | Prescrizione |
| Psychologist | Psicologo |
| Sad | Triste |
| Scared | Spaventato |
| Silence please. | Silenzio per favore. |
| Surgeon | Chirurgo |
| Thank you! | Grazie! |
| Tight | Stretto |
| Translator | Interprete |
| Yes | Si |
| What time is it? | Che ora e'? |
| X-Rays | Raggi X |

U. S. Naval Hospital Naples, Italy | PSC 827 Box 1000 | FPO, AE 09617-0001
www.med.navy.mil/sites/napoli